impressions inc.
Family Counselling Services

P.O. Box 27002 Langford
Victoria, BC
V9B 5S4
Tel: (778)557-8478
Fax: (778)557-8558
admin@impressions-counselling.org

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Approved By: Craig Maguire
President & CEO

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GOVERNING LAW

This website shall be governed by and construed in accordance with the laws of the Province of Alberta and/or British Columbia and the federal laws of Canada applicable therein, without regard to the principles of conflicts of law.

Privacy Policy

This Privacy Policy explains our commitment at IMPRESSIONS FCS to protecting the confidentiality, security, and accuracy of the personal information we receive about you.

Personal information is information about an identifiable individual, including personal health and financial information. It does not include the name and business contact information of individuals.

What does IMPRESSIONS FCS use your personal information for?

Typically, IMPRESSIONS FCS receives your personal information directly from you or your authorized representatives, or from your employer or benefits plan sponsor.

We limit the collection, use, and disclosure of personal information to information that is necessary for the purposes disclosed to you, including:

- To perform services that we have been hired to do by your employer or benefits plan sponsor or by you. These services include:

- Health & Productivity Solutions
- Administrative Solutions
- To provide our plan sponsors clients and their employees/members with information about our services and products and enhance our overall service delivery.
- To create anonymous and aggregate statistics and reports about IMPRESSIONS FCS's services, service standards, and trends. These statistics and reports do not contain any information that could identify you personally.
- For audit, quality control, and the protection of our interests in civil or criminal proceedings.

We will retain personal information for as long as necessary for the purpose for which it has been collected, or as required or permitted by law.

Consent

We will collect, use, and disclose your personal information with your consent and only for the purposes we disclose to you, or as otherwise required or permitted by law. Consent may be express or implied. For example, by participating in the benefits plan your employer/plan sponsor offers, you consent to our collection and use of your confidential information for the purposes of providing services related to such plan. Further, your consent may be obtained directly by us or through your employer/benefits provider.

Safeguards

We will employ safeguards to protect personal information from unauthorized access, disclosure, copying, or use by using various methods of protection, appropriate to the sensitivity of the information. The methods of protection include:

- physical measures (locked filing cabinets, and restricted access to files and offices);
- technological measures (passwords, encryptions, firewalls, and audits);
- organizational controls (security clearances, limiting access on a "need-to-know" basis, staff training, confidentiality agreements, and policies and procedures); and
- contractual confidentiality covenants.

IMPRESSIONS FCS will also employ care in the disposal or destruction of personal information to protect against unauthorized parties from gaining access to the information.

Personal health information: Employee and Family Assistance Program (EFAP) and Attendance and Disability Management Services

For clients using EFAP and Attendance and Disability Management Services, the personal health information collected for the purpose of providing one service will not be used or disclosed for the purpose of providing any other service. Separate files are created for each service used by a client, and the personal health information from one file is not shared or combined with any other file. Internal access to the personal health information is granted on a role-based "need to know" basis.

Accuracy and access

We will employ measures to keep personal information collected by us accurate and complete in order to minimize the possibility of using or disclosing incorrect personal information.

Upon request, we will inform you of the existence, use, and disclosure of your personal information. You may also have access to your personal information at a cost intended to cover actual expenses and subject to the exceptions noted below.

We may deny access to certain personal information it holds about an individual if the information is prohibitively costly to provide; if it contains references to other individuals; if it cannot be disclosed for legal, security, or commercial proprietary reasons; if it is subject to solicitor-client or litigation privilege; or as may otherwise be required by law. We will advise you of the reason for denying the access request.

You may challenge the accuracy and completeness of the information and we will update or correct any factually inaccurate information.

Privacy concerns

Under the leadership of IMPRESSIONS FCS's Privacy Officer, privacy working groups comprised of individuals from across the organization are accountable for IMPRESSIONS FCS's compliance with this Privacy Policy and the development and implementation of privacy practices and procedures.

If you have any concerns related to privacy issues or our handling of your personal information, or would like to withdraw a consent that you have previously provided to us, please do not hesitate to communicate in writing with our privacy officer by:

Mail:
Privacy Officer
IMPRESSIONS FCS Inc.
P.O. Box 27002 Langford
Victoria, British Columbia V9B 5S4

E-mail:
admin@impressions-counselling.org

TERMS OF SERVICE

We require your payment at time of service and offer convenient payment methods. We accept cash, cheque, debit card and credit card payments at time of service. Please ensure you have verified with us your actual account balance prior to making any payments and review your invoice statement provided to you for accuracy and completeness. Service Fees are subject to change without prior advance notice. All account balances are due at time of service.

A 3% late payment fee will be applied monthly to all outstanding accounts beyond 7 days of invoice date. Please provide 24 hours advance notice if you are unable to attend your scheduled appointment. A flat rate of $50.00 dollars will be charged to all accounts were no notice or sufficient notice has not been provided. A flat rate of $50.00 will be applied to your account for each NSF cheque processed. If you have any questions, please contact us directly.

PRACTICE STANDARDS

For clinical supervisory and evaluative processes, all therapeutic counselling sessions are recorded on video, with sound. These recordings are utilized by the therapist to review, evaluate, plan, alter and/or affirm treatment goals and objectives. It is an evaluative tool, intended for the benefit of the client, to ensure appropriate and necessary clinical assessment of therapies delivered with regularity and consistency. ALL VIDEO/AUDIO RECORDINGS are destroyed no later than three (3) months from date of recording. Under no circumstances does IMPRESSIONS FCS release these recordings to any third-party source and these recordings are not available for viewing by the client. In accordance with Provincial and National Standards of Practice, the terms of our video/audio recording provisions are to maintain accountability and professional diligence in the performance of therapeutic interventions provided to our clientele.

I understand that all relationships with the counsellors and staff are considered confidential. Personal records or information will not be released to any person or agency without written consent. It is understood that concerns about suicide, homicide, or child abuse may place limitations on confidentiality, in that the safety of individual lives is considered a priority to holding information confidential. Where lives are at risk, ethical and legal obligations of the profession dictate communication with official resources that may prevent loss of life or childhood injury.

I give permission for the video and audio taping of my counselling sessions. I understand and agree that these recordings are for the sole purpose of note taking and supervision. Otherwise, the tapes will not be viewed/heard by anyone else.

In addition, I waive all claims to compensation or damages based on the use of my image/voice/works by IMPRESSIONS FCS. I also waive any right to inspect or approve the finished photographs/video/audio/works. I agree that all such portraits, pictures, photographs; video and audio recordings, digital files, and/or works, shall remain the property of IMPRESSIONS FCS, unless otherwise noted, and will be appropriately destroyed, as per IMPRESSIONS FCS's TERMS OF SERVICE.

It is understood that consent for session video/audio recordings may be withdrawn by the client, at any time, provided written confirmation of the withdrawal is provided to IMPRESSIONS FCS. IMPRESSIONS FCS reserves the right to discontinue all counselling services in such circumstances and refer the client to another professional service provider where this mandatory stipulation is not required.

IMPRESSIONS FCS reserves the right to discontinue and/or refuse services to any individual, at anytime and for any reason, whereas, in their opinion and determination, it is ethically appropriate and based on sound judgement and respectful adherences.

POLICY & REGULATIONS

IMPRESSIONS FCS is committed to providing a website that respects the privacy of visitors. This privacy notice summarizes the privacy policy and practices for our online activities. All personal information collected by this Organization is governed by the Privacy Act. This means that you will be informed of the purpose for which your personal information is being collected and how to exercise your right of access to that information.

Your Privacy and the Internet

The nature of the Internet is such that Web servers automatically collect certain information about a visit to a website, including the visitor's Internet Protocol (IP) address. IP addresses are unique numbers assigned by Internet Service Providers (ISP) to all devices used to access the Internet. Web servers automatically log the IP addresses of visitors to their sites. The IP address, on its own, does not identify an individual. However, in certain circumstances, such as with the co-operation of an ISP for example, it could be used to identify an individual using the site. For this reason, IMPRESSIONS FCS considers the IP address to be personal information, particularly when combined with other data automatically collected when visitors request a Web page such as the page or pages visited, date and time of the visit.

Unless otherwise noted, IMPRESSIONS FCS does not automatically gather any specific information from you, such as your name, telephone number or email address. IMPRESSIONS FCS would obtain this type of information only if you supply it to us, for example, by email or by filling in a contact or appointment form. In such cases, how your personal information is handled will be provided in a Personal Information Collection Statement. In cases where services are provided by organizations outside of IMPRESSIONS FCS, such as social media platforms or mobile applications, IP addresses may be recorded by the Web server of the third-party service provider.

Communicating with IMPRESSIONS FCS

If you choose to send IMPRESSIONS FCS an email or complete a feedback form online, your personal information is used by IMPRESSIONS FCS in order to respond to your inquiry. The information you provide will not be shared with another institution unless you specifically make written request to IMPRESSIONS FCS to share such information and the specifics of what information is to be shared.. IMPRESSIONS FCS does not use the information to create individual profiles nor does it disclose the information to any other parties. Any disclosure of your personal information is in accordance with the Privacy Act.

Emails and other electronic methods used to communicate with IMPRESSIONS FCS are not secure unless it is specifically stated on a Web page. Therefore, it is recommended that you do not send sensitive personal information, such as your Social Insurance Number or your date of birth, through non-secure electronic means.

Third-Party Social Media

IMPRESSIONS FCS's use of social media serves as an extension of its presence on the Web. Social media account(s) are public and are not hosted on our IMPRESSIONS FCS servers. Users who choose to interact with us via social media should read the terms of service and privacy policies of these third-party service providers and those of any applications you use to access them. Personal information that you provide to IMPRESSIONS FCS via social media account(s) is collected to capture conversations (e.g. questions and answers, comments, "likes", etc) between you and IMPRESSIONS FCS. It may be used to respond to inquiries, or for statistical, evaluation and reporting purposes. Comments posted that violate Canadian law will be deleted and disclosed to law enforcement authorities. Comments that violate our rules of engagement will also be deleted.

Improving your Experience on IMPRESSIONS FCS website

Digital Markers (including cookies)

A digital marker is a resource created by the visitors' browser in order to remember certain pieces of information for the Web server to reference during the same or subsequent visit to the website. Examples of digital markers are "cookies" or HTML5 Web storage. Some examples of what digital markers do are as follows:

- *they allow a website to recognize a previous visit each time the visitor accesses the site;*
- *they track what information is viewed on a site which helps website administrators ensure visitors find what they are looking for.*

IMPRESSIONS FCS uses sessional and persistent digital markers on some portions of its website. During your on-line visit, your browser exchanges data with IMPRESSIONS FCS's Web server. The digital markers used do not allow IMPRESSIONS FCS to identify individuals. You may adjust your browser settings to reject digital markers, including cookies, if you so choose. However, it may affect your ability to interact with IMPRESSIONS FCS's website.

Web Analytics

Web analytics is the collection, analysis, measurement, and reporting of data about Web traffic and visits for purposes of understanding and optimizing Web usage. Information in digital markers may be used for the purpose of web analytics to remember your online interactions with IMPRESSIONS FCS's website.

IMPRESSIONS FCS uses Google Analytics to improve its website. When your computer requests an IMPRESSIONS FCS Web page, our institution collects the following types of information for Web analytics:

- *the originating IP address;*
- *the date and time of the request;*
- *the type of browser used; and*
- *the page(s) visited.*

IMPRESSIONS FCS uses Google Analytics and the information collected is disclosed to Google Inc., an external third party service provider. Your IP address is anonymized prior to being stored on the service provider's servers in order to help safeguard your privacy. The information collected is de-personalized by truncating your IP address. No personally identifying information is recorded or provided to Google. Google Analytics uses "session" and "persistent" cookies; persistent cookies are stored on your computer and expire two years after your last visit to the website.

We do not use this Google Analytics measurement tool on any secure pages. For further information, consult Google Analytics and its privacy policy.

You may opt out of being tracked by Google Analytics by disabling or refusing the cookies, by disabling JavaScript within your browser or by using the Google Analytics Opt-Out Browser Add-On. Disabling Google Analytics or JavaScript will still permit you to access comparable information or services from our website. To disable cookies or JavaScript, please refer to your vendor's browser instruction guide.

Linking to IMPRESSIONS FCS websites

Links to websites not under the control of IMPRESSIONS FCS are provided solely for the convenience of our website visitors. ICS is not responsible for the accuracy, currency or reliability of the content. IMPRESSIONS FCS does not offer any guarantee in that regard and is not responsible for the information found through these links, nor does it endorse the sites and their content. Visitors should also be aware that information offered by third party sites to which this website links are not subject to the Privacy Act and may not be accessible to persons with disabilities. The information offered may be available only in the language(s) used by the sites in question. With respect to privacy, visitors should research the privacy policies of these non-IMPRESSIONS FCS websites before providing personal information.

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The IMPRESSIONS FCS website delivers information and services that are relevant to users and to IMPRESSIONS FCS's internal mandate. The following criteria will be used by IMPRESSIONS FCS to determine the suitability of links to and from their websites.

These criteria apply to the IMPRESSIONS FCS website.

Parameters governing linking

- *IMPRESSIONS FCS reserves the right to refuse to post a link, to refuse to renew a link or to terminate an existing link*
  without prior notice when there is non-compliance with the criteria mentioned
  below or for any other reason, including site navigation or content problems or frequent client complaints.
- *IMPRESSIONS FCS does not sell advertising or the benefits associated with links or banners.*

- *IMPRESSIONS FCS does not control the availability of externally linked pages and are not responsible for links that do not work.*
- *IMPRESSIONS FCS does not display third-party logos, images or icons on our website unless a collaborative arrangement exists.*

Links to Government of Canada websites

Generally, Government of Canada institutions encourage third parties to link to the Government of Canada. As such, permission is not required to link our IMPRESSIONS FCS site to the websites of Government of Canada. The Government of Canada, however, does require the following linking practices.

- *Use only text links.*
- *Do not link and/or use the official symbols of the Government of Canada and the Federal Identity Program (FIP) signatures as navigational aids.*
- *The official symbols of the Government of Canada and the FIP signatures are permitted to appear on non-government sites only when they are used to identify a government contribution or participation in a collaborative arrangement.*
- *The creation of a link through such practices as framing must not confuse the user as to the source of the information.*
- *The links provided must respect the copyright notice that governs materials published on Government of Canada websites.*

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admin@impressions-counselling.org